PISCES®

Tutor Troubleshooting: Video Chat & Screen Share

Helping your student if something seems wrong…

Problem: As a tutor, I do not see the "Launch Video Chat" button in the lobby or under the "Tools" menu.
Fix: If you opened a one-on-one room, the "Launch Video Chat" button will only be made available when a student joins you in your room. In an Online Meeting room, the option to "Launch Video Chat" is always available.

Problem: As a tutor, I launched "Video Chat" from the lobby, but it closed when I moved to the drawing canvas.
Fix: If you are going to use the drawing canvas, launch the drawing canvas first, and then select "Launch Video Chat" under the "Tools" menu. (If you're on Chrome, you can right-click on the A/V area to open as picture-in-picture over the canvas.)

Problem: As a tutor, I launched "Video Chat," but student didn't see anything happen.
Fix: Be sure student has disabled pop-up blocker. There should also be a button that students can use to open A/V.

Problem: As a tutor, I launched "Video Chat," and the student sees the A/V tools but we can't see/hear each other.
Fix: Make sure your/their A/V is not muted. Make sure you're using a [supported platform/browser](#).

Problem: After launching "Video Chat," the test for my A/V does not work.
Fix: Be sure to select your device (microphone or webcam). If you plugged your device in recently, then you'll need to close the browser and restart. Tell the student to stay put; you'll automatically reconnect to the same session.

Problem: After launching "Video Chat", the student cannot share their screen.
Fix: Make sure they're using a [supported platform/browser](#).

Problem: The student is sharing their screen, but I cannot see their screen share.
Fix: Click the screen share feed from the member list and then select the option to give the floor to that screen share.

Problem: After launching "Video Chat," I can hear the student, but the video is breaking up and/or appears to be lagging.
Fix: A/V performs best on a high-speed Internet connection. If a high-speed Internet connection is not available, try muting both of your videos and continue communicating with the student over audio only.

Problem: I'm not sure how to screen share.
Learn how: https://linksystems.atlassian.net/servicedesk/customer/portal/3/article/1322254367?src=1357802195

Problem: I can't find the recording for the "Video Chat" in my locker.
Reminder: It is not automatically recorded. Make sure to select the record button to record the "Video Chat."

Does your student need more support?

Have them click the Customer Support link and submit a ticket to LSI end-user support. Advise your student to be sure to include their name, email, phone #, and school name.